



Last Updated: 03/09/2022

## Delayed Remittance Scheduled for June 26, 2009

The purpose of this memorandum is to inform you that as a result of the 2009 Appropriation Act signed and approved by Governor Kaine and the General Assembly, the remittance that normally would be paid Friday, June 26, 2009 will be paid on Friday, July 3, 2009. This action affects Medicaid, FAMIS, and TDO claim payments for providers who are reimbursed by Virginia Medicaid and TDO.

All claims will be processed as usual based on the date they are received. Furthermore, providers will be able to verify claims status information via MediCall and ARS without disruption. Access to provider remittance information using MediCall for the remittance dated July 3, 2009 will be available (as is normally) on Monday, June 29.

Providers should plan accordingly and prepare for this delay in claims payment. DMAS **will not**

issue advance pays associated with this delay.

This action moves the payments that would have been made in the current State Fiscal Year (FY09) to the beginning of the next State Fiscal Year (FY10). There will be a similar remittance delay at the end of the FY10 into FY11. DMAS anticipates that similar delays will be incorporated into future budgets, but these will be subject to the approval of the General Assembly and the Governor at that time.

### **REQUESTS FOR DUPLICATE REMITTANCE ADVICES**

In an effort to reduce operating expenditures, requests for duplicate provider remittance advices will no longer be printed and mailed free of charge. Duplicate remittance advices will be processed and sent via secure email. A processing fee for generating duplicate paper remittance advices will be applied to paper requests, effective July 1, 2009.



Medicaid Memo:  
Special April 30, 2009

Page 2

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

## **☒ COPIES OF MANUALS**

☒ DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to



# MEDICAID MEMO

the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

## **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-enewsletter.asp](http://www.dmas.virginia.gov/pr-enewsletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.